



The Commonwealth of Massachusetts

**DEPARTMENT OF
TELECOMMUNICATIONS AND ENERGY**

MEMORANDUM

TO: Service List, D.T.E. 04-116

FROM: Jody Stiefel, Hearing Officer

DATE: July 12, 2005

RE: Investigation into Service Quality Guidelines, D.T.E. 04-116 Procedural Conference

On December 13, 2004, the Massachusetts Department of Telecommunications and Energy ("Department") opened an investigation into the gas and electric local distribution companies' service quality guidelines ("Guidelines") promulgated in Investigation into Service Quality Standards, D.T.E. 99-84 (June 29 2001). Investigation into Service Quality Guidelines, D.T.E. 04-116, Order Opening Investigation (2004). The scope of this investigation is to determine whether changes to the Guidelines are necessary to improve the service quality ("SQ") of the gas and electric local distribution companies ("LDCs"). D.T.E. 04-116, at 1-2.

On June 14, 2005, the Department conducted a procedural conference at which a procedural schedule was developed, and tentative dates for technical session were set. Below is the finalized schedule for the technical sessions. If you have any questions regarding this matter please contact Jody Stiefel at (617) 305-3762.

Tuesday, September 6

9:00-11:00 a.m.	Incentives/Offsets
11:00 a.m.-12:00 p.m.	Standardization of Benchmarks
1:00 p.m.-2:00 p.m.	Odor Calls
2:00 p.m.-3:00 p.m.	Line Loss/Unaccounted-for-Gas
3:00 p.m.-4:30 p.m.	Market Access Services

Friday, September 9

10:00 a.m.-11:00 a.m.	Definition of Excludable Events (IEEE Standard 1366-2003)
1:00 p.m.-2:00 p.m.	Inspection and Maintenance Guidelines
2:00 p.m.-3:00 p.m.	Training, Procurement and Certification of Outside Contractors